

The importance of getting residents online in rural communities

#### Why is it important?

- To be inclusive
- To give equal access
- In line with good practice
- Reduce loneliness/ alleviate isolation
- To build skills/employability
- To save money (i.e. shopping on line)
- To claim benefits online
- To bring efficiency savings for the organisation



# What have we been doing to promote Digital Inclusion?

- Digital Inclusion Strategy & Action Plan
- Working with Communities 2.0
- Providing prizes (i.e. Hudl and mini ipads)
- Tenant portal
- Organising events to promote the use of tablets and computers
- Intergenerational work
- Resident profiling
- Working with local businesses to provide hardware
- Providing training (i.e. Turn2us website)





Working with private sector: to provide internet access





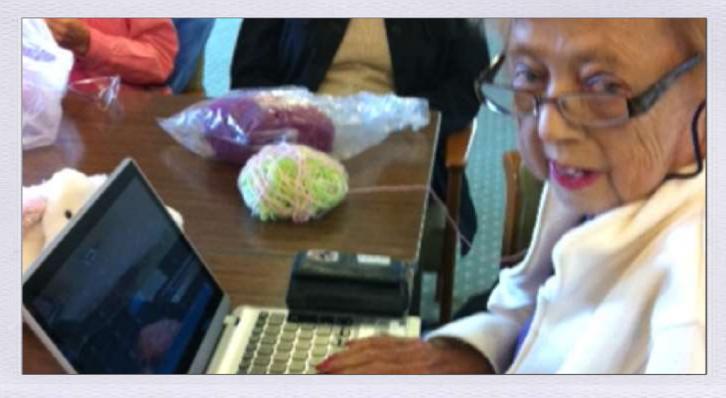
Working with private sector: to supply much needed resources





Providing incentives: using technology in prize draws (to thank residents for sharing their views)





Helping Residents Associations Secure Grants to purchase resources





Addressing fear through relevance and fun! For example showcasing audio-visuals in our Extra Care schemes





Addressing fear through relevance and fun: organising Silent Cinema events for elderly residents





Working with Communities 2.0: Organising ICT courses to develop resident skills across a wide range of schemes





Keeping sessions simple and jargon free!





Making it relevant! Tailoring initiatives to residents' specific needs





Mutually Beneficial Intergenerational projects: for example, Paired Reading Project, Abergele





Mutually Beneficial Intergenerational projects: for example, Speed Awareness DVD in Ruthin



#### Barriers to success

- Terminology
- Local Authorities are delivering the channel shift but no movement to providing free broadband in public places
- Our own IS department expecting us to take the lead and suggest what we want to happen
- Lack of resources to provide hubs, free wi fi
- Cost! And reduced resources/funding (i.e. Communities 2.0 project may be stopping)
- Fear!



#### Janet Finch-Saunders AM/AC

Shadow Minister for Local Government Gweinidog yr Wrthblaid dros Lywodraeth Leol

Assembly Member for Aberconwy Aelod Cynulliad dros Aberconwy

Louise Blackwell
Community Development Officer
Clwyd Alyn Housing Association
Ffordd William Morgan
St. Asaph Business Park,
Saint Asaph
LL17 0JD

Ref: AB/JFS/SC 26/02/15



Cynulliad National Cenedlaethol Assembly for Cymru Wales

Office of Janet Finch-Saunders AM, 29 Madoc Street, Llandudno, LL30 2TL 01492 871 198

> National Assembly for Wales, Cardiff Bay, CF99 1NA 02920 898 734

Dear Louise.

I am writing to send my congratulations on the recent joint venture with Conwy Voluntary Services Council and Communities 2.0 on providing the "First Click IT" course for residents in Penmaenmawr.

How wonderful that teamwork within Clywd Alyn between Laura Stephens and yourself resulted in residents receiving not only one beginners IT course but a second more advanced 4 week course following, as the first was such a success. It is lovely that the residents have not only embraced the digital age, but had the chance to learn and further their interest. The partnership working between the different organisations is an excellent example of working together to meet peoples needs.

May I take this opportunity to wish all the residents continued enjoyment and success with their new found digital skills.

Yours sincerely,

lanet Finch-Saunders AM/AC

#### Thank you!

Does anyone have any questions?...

